

CHAPTER 9 - PCP ASSIGNMENTS

REVISION DATE: 4/16/14

INITIAL IMPLEMENTATION DATE: March 29, 2013

REFERENCES: [Mercy Care Plan](#); [Care 1st](#); [Arizona Physicians, IPA](#)

The Division contracts with three Acute Care Health Plans to deliver acute health services for its members. The acute care health plan is responsible for assigning a PCP to enrolled members. Please refer to the health plan's website for information about the PCP assignment process.

Members who are of Native American descent may choose to receive acute care services through the American Indian Health Program (AIHP). The Division operates the acute care service delivery system for these members. When a member elects AIHP, the Division's Support Coordinator works with the member to select a PCP that provides geographically convenient and culturally appropriate services.

All Division members can change their PCP at any time. Members enrolled with an acute care contractor should contact the Division Liaison or the health plan's Member Services Unit to execute a PCP change.